

ABSTRACT OF THE DISCLOSURE

A support reception unit issues a reception number in response to an application for support 5 from a client and notifies the client of the reception number and a guidance for a call connection. A wait state management unit allocates into a queue the reception number sent from a call connection by telephone, holds the call 10 connection and notifies the client, for display, of a current wait state and wait time points increased as a wait time elapses, until a support client becomes available for response. When the support client has become available for response, 15 a support start unit confirms start of support for the client and, as a result of a confirmation response, connects by an extension the held call connection to the support client. A support end unit adds the wait time points to be accumulated 20 and stores them at the point of time when the call connection with the supporter is terminated.